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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/002,740	11/02/2001	Toshio Ueno	01704/LH	3824

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FRISHAUF, HOLTZ, GOODMAN & CHICK, PC
220 Fifth Avenue
16TH Floor
NEW YORK, NY 10001-7708

EXAMINER

JEANTY, ROMAIN

ART UNIT

PAPER NUMBER

3623

DATE MAILED: 09/07/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No. 10/002,740	Applicant(s) UENO, TOSHIO	
	Examiner Romain Jeanty	Art Unit 3623	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 02 June 2006.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1,3-20,22-30 and 42-54 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1,3-20,22-30 and 42-54 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. This Final Office Action is in response to amendment filed. Claims 1, 3-20, and 22-30 were amended, and claims 42-54 are newly added. Claims 1, 3-20, 22-30 and 42-54 are pending in the application.

Response to Arguments

2. Applicant's arguments with respect to claims 1, 3-20, 22-30 and 42-54 have been considered but are moot in view of the new ground(s) of rejection.

Claim Rejections - 35 USC § 103

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

4. Claims 1, 3-20, 22-30, 42-54 are rejected under 35 U.S.C. 103(a) as being unpatentable over Stier (U.S. Patent No. 6,591,258) in view of Stormy Communicating with consumers; toll-free numbers help companies solve customer complaints, track trends, spot problems)

As per claims 1 and 42, Stier discloses a service information portal section which provides a web page as an input/output interface of information and receives a complaint from the web page (col. 6, lines 20-22; col. 10, lines 62-65; col. 12, lines 61-64), a master database section which holds product information related to a sales product (col. 11, lines 15-63; and col.

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23, lines 47-52), a point calculation section which calculates points for each analysis-determination item used to analyze and determine the complaint, on the basis of a result obtained by analyzing the product information and a preset condition for the result, and totals the points of the analysis-determination items, and a rank assignment section which assigns a rank to the complaint on the basis of the points totaled by said point calculation section and a preset point range (col. 52 line 45 through col. 53 line 12). Stier discloses all of the limitations above but fails to disclose such that for each the analysis-determination items, the point calculation section analyses the product information and assigns a number of points for the analysis determination item based on a result of the product information analysis by consulting a table in which respective numbers are assigned to respective value ranges for the result of the product information analysis...a rank assignment table in which respective ranks are assigned to point ranges, wherein the ranges assigned to the ranks in the rank assignment are changeable. However, Stormy discloses a system for receiving customer complaints and assigning points to the customer complaints for providing satisfaction to the customer. Note pages 1-5 of Stormy. It would have been obvious to a person of ordinary skill in the art to modify the disclosures of Stier to include the teachings of Stormy. A person of ordinary skill in the art would have been motivated to use such a combination in order alert a company to quality control problems and perhaps them to avoid potential litigation.

As per claims 3, 43, Stier further discloses the system according to claim 2, further comprising a weight setting section which sets for each analysis-determination item a weight on the point calculated on the basis of the preset condition for the result from the result obtained by analyzing the product information a point range change section which automatically changes the

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point range for rank assignment when setting of said weight setting section is changed (i.e., ranking the issues from a scale 1-3) (col. 52 line 45 through col. 53 line 12).

As per claim 20, Stier discloses receiving input of a complaint from a web page which is provided as an input/output interface of information (col. 6, lines 20-22; col. 10, lines 62-65; col. 12, lines 61-64), calculating points for each analysis-determination item used to analyze and determine the complaint, on the basis of a result obtained by analyzing product information related to a sales product, which is held by a master database section, and a preset condition for the result, totaling the points calculated for the analysis-determination items (col. 11, lines 15-63, and col. 23, lines 47-52), and assigning a rank to the complaint on the basis of the totaled points and a preset point range (col. 52 line 45 through col. 53 line 12).

As per claim 22, further discloses a method according to claim 21, further comprising, changing for each analysis-determination item setting of weighting on the point calculated on the basis of the preset condition for the result from the result obtained by analyzing the product information when setting of weighting is changed, automatically changing the point range for rank assignment (i.e., ranking the issues from a scale 1-3) (col. 52 line 45 through col. 53 line 12).

As per claims 4-19, 24-30, and 44-52, the claimed features are standard practice of receiving and evaluating complaint issues from customers. Therefore, it would have been obvious to a person of ordinary skill in the art to modify the disclosure of Stier to incorporate these well-known teachings in order to identify and resolve compliance issues for various business processes.

As per claims 23-30, these claimed features are standard practice of receiving and

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evaluating complaint issues from customers. Therefore, it would have been obvious to a person of ordinary skill in the art to modify the disclosure of Stier to incorporate these well-known teachings in order to identify and resolve compliance issues for various business processes.

Conclusion

5. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a).

Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than **SIX MONTHS** from the date of this final action.

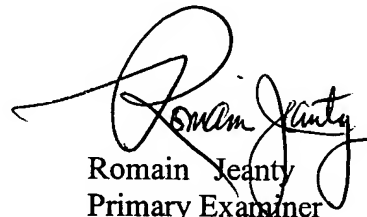
Any inquiry concerning this communication or earlier communications from the examiner should be directed to Romain Jeanty whose telephone number is (571) 272-6732. The examiner can normally be reached on Mon-Thurs 7:30 AM - 6:00 PM.

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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq R. Hafiz can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

August 7, 2006



Romain Jeanty
Primary Examiner
Art Unit 3623